

# Support Options Officer – Grade 7

## Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

Support Options offers a wide range of support and interventions for older people, carers, people with physical or sensory impairment, a learning disability or with mental health issues, in both community and hospital settings.

As a Support Options Officer you will work within a large team to ensure that the delivery of social care, carer support and non-assessed services are strengths based and valued by the people who receive them.

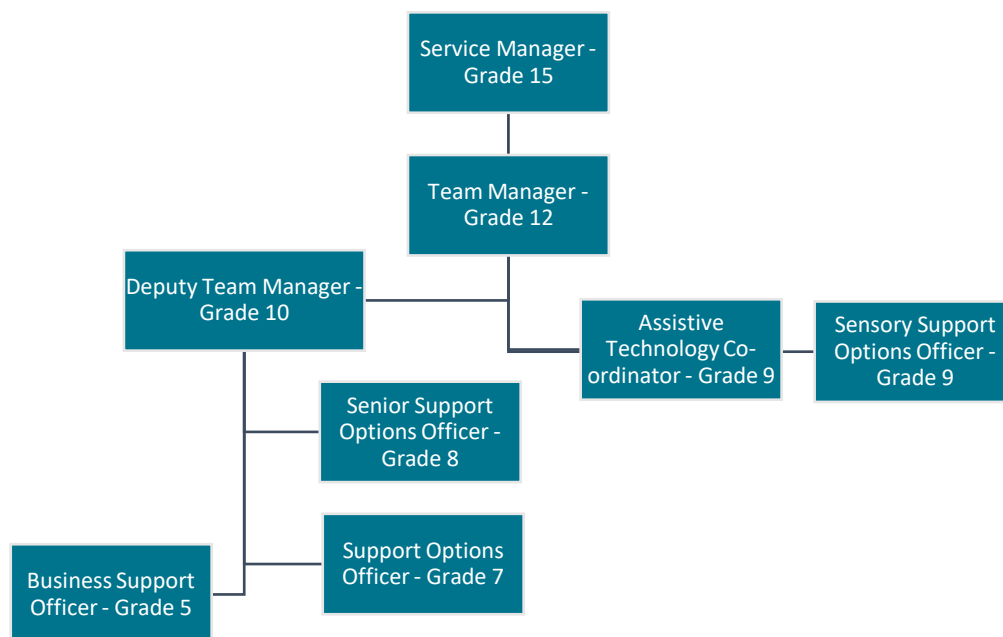
This role is based within [Adults and Health](#). Find out more about [working for Kirklees](#).

## Key areas of responsibility

- Maintain knowledge of relevant processes and procedures as required within Support Options, including commissioning and procurement guidelines in relation to independent homecare providers.
- Develops and maintains effective working relationships with colleagues, service users, carers, commissioned providers and stakeholders ensuring information is communicated effectively.
- Carry a diverse caseload and ensure that cases and reviews are dealt with and prioritised in a timely manner.
- Co-produces with service user and carers innovative support packages that meets their needs and aspirations.
- Complete electronic records to a high standard to evidence good practice e.g. support plans, carers assessment/reviews.
- Deliver a person-centred service through conversations with the service user and their carers to understand their needs and aspirations.
- Support the induction of new starters into Support Options and other in-house services.
- Develop and process support plans that meet service user needs. These may include direct payments, care packages delivered by commissioned independent sector care providers, community options or private provision.
- Calculate budgets for packages of care, direct payments and respite for service users and carers.
- Assist service users and their carers/family members to complete the online financial assessment, supporting with the inputting of information where necessary.
- Promotes the Council's Assistive Technology offer and provision of equipment ensuring service users can access this support where applicable. Considers service user equipment needs and orders as appropriate.

- Provide timely advice and information to service users and their carers, signposting and referring on to partner agencies where necessary.
- Sourcing and applying for grants and funding on behalf of service users i.e. through charitable or community organisations.
- Support service users who self fund their own care to access the relevant services.
- Feedback gaps in service provision to managers.
- Attend and actively participate in team meetings, relevant projects, supervision, and the annual appraisal process.
- Actively participate in own personal development by attending relevant training, reading, and researching relevant guidance to enhance your knowledge and understanding of all Support Option components.
- Routinely travels to a variety of work settings across Kirklees including visiting service users in the place they call home.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
<b>Knowledge</b> <p>Awareness of relevant Adult Social Care legislation.</p> <p>Understanding of the barriers and pressures faced by some service users and informal carers within their communities.</p> <p>Insight into local community organisations which provide an alternative to traditional social care services.</p> <p>Understanding of the responsibilities of working with personal data.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Qualifications</b> <p>GCSE or equivalent in Maths, English.</p>	<p>Essential</p>
<b>Skills</b> <p>Good communication and negotiation skills.</p> <p>Effective prioritisation of workloads.</p> <p>Ability to work in a pressurised environment.</p> <p>Proactively works on own initiative, seeking guidance from Senior Support Options Officers or managers when required.</p> <p>Works well as part of a team.</p> <p>Flexible to meet and cover service demand.</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<b>Experience</b> <p>Experience of working within an Adult Social Care Setting either paid or unpaid.</p> <p>Experience of using IT in an office or home environment.</p>	<p>Desirable</p> <p>Essential</p>

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<p><b>Other</b></p> <p>Willingness to travel between locations, either on foot or using public transport. Possession of a driving license and a car available for work may be desirable.</p> <p>Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.</p>	<p>Essential</p> <p>Essential</p>

## Behaviours and expectations

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Working in Adult Social Care and Health is challenging but rewarding and you will be able to facilitate and support individuals to make a difference to their quality of life.

You will need to work well as part of a team and be able to provide a high-quality professional service. You will need to be able to communicate with a range of colleagues and service users clearly and effectively, ensuring that important information is relayed on time. Most of all, you need to be able to make service users feel comfortable treating them with dignity and respect at all times.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of

this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

#### For Office Use Only:

Job Category	Adult Social Care	Grading ID	67510
Job ID	TBC	Last Updated	June 2022
Job Focus	No	Career Progression	No

#### Contractual Variants

DBS Category	Adults	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	L Crossley		